

## ABSTRACT

A system for transacting business with customers is disclosed. The system includes a dispatch division receiving a complaint from a customer related to a problem the customer is experiencing. The dispatch division then deploys a technician to repair the problem. While the technician is conducting the repair, the system permits the technician to interact with the customer and negotiate and close deals for additional or modified products, services or features that the customer may want. The system also includes provisions for allowing the technician to retrieve information related to the customer and includes features that automatically notify various appropriate business offices for follow-up with the customer.

09746507 122500